Quality Assurance & Improvement

Agency 95 - Activity 9550

Presented to House Finance Division III
LOB Room 210 February 14, 2017

Agenda

▶ **Overview of the Office of Quality Assurance and Improvement**

▶ **Key Projects**

▶ **Financial Summary**

▶ **Staffing**

▶ **Accomplishments**

▶ **Key Challenges**

► The Office of Quality Assurance and Improvement (OQAI) supports and strengthens the mission of the Department of Health and Human Services (DHHS) by offering data driven support to assesses the output and internal operations of DHHS in its effort to assist families in achieving health and independence.

► The OQAI collects and analyzes data related to all client populations engaged with DHHS.

► OQAI was formed as part of a re-organization within DHHS to bring all Quality staff into a single unit to enable comprehensive data analysis and data use. No new staff added; staff were transferred from other bureaus within DHHS.

Types of Projects

The OQAI directs and monitors formal performance in response
to program, regulatory, and contract requirements.

Managed Care

- OQAI provides monitoring for assurance and improvement of the MCM program;
- Provide program oversight that is data driven and assures the program is operating as expected; and
- Assures the health plan's performance is good and/or trending toward better as validated by encounter data, consumer and provider survey validation and performance measures.

Community Mental Health Agreement (CMHA)

- Section VII.C. of the CMHA required the OQAI to develop a quality system to address behavioral health issues driven by extensive data collection through the development of a Quality Service Review (QSR).
- OQAI developed a QSR process that involves the use of multiple assessment instruments to gather qualitative and quantitative data focused on the CMHA priority service areas of assertive community treatment, employment support services, crisis services, housing, and transition planning.
- Completed on-site QSR reviews of each CMHC to assess the status of programing linked to the settlement agreement
- OQAI has conducted on-site reviews of each state Designated Receiving Facility;
- Integrated data are collected to more effectively determine service utilization and produce a quarterly data report for the CHMA including use of CMHC services, staffing, census and more.

Types of Projects

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to program, regulatory, and contract requirements.

Delivery System Reform Incentive Payment Program

- OQAI is developing performance oversight based on project milestones to track project planning, clinical quality, utilization, progress toward transition to an Alternative Payment Models (APMs), and to validate IDN performance for incentive payments.
- OQAI has written the CMS required external evaluation to direct the procurement and provide oversight of a third party evaluation to ensure that the demonstration achieves intended goals and objectives.
- OQAI has developed a functional DHHS-IDN Quality Performance work group.

Premium Asst. Program

- OQAI wrote the CMS required external waiver evaluation.
- OQAI will direct and provide oversight of a third party evaluation to ensure the demonstration achieves its intended goals and objectives.

Financial Summary

- Operations 2%
- Federal TEFT Grant 6%
- Salary & Benefits 92%
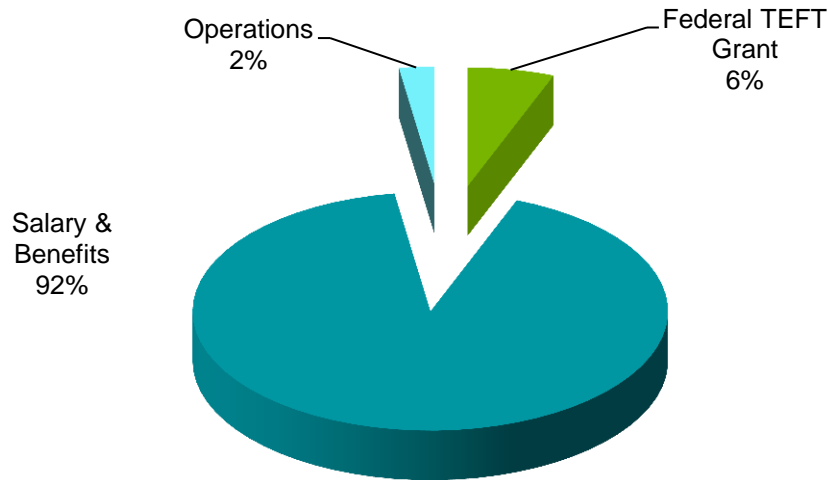
Centers for Medicare & Medicaid Services awarded Testing Experience and Functional Tools (TEFT) grants to nine states to test quality measurement tools. NH is testing the **Experience of Care Survey**: which elicits feedback on beneficiaries' experience with the services they receive in Medicaid Long Term supports & services.

Total	SFY 16 Actual	SFY 17 Adjusted Authorized	SFY 18 Agency Request	SFY 18 Governor's Budget	SFY 19 Agency Request	SFY 19 Governor's Budget
Total Funds	$0.5 m	$0.6 m	$2.9 m	$2.9 m	$3.0 m	$3.0 m
General Funds	$0.4 m	$0.3 m	$1.6 m	$1.6 m	$1.7 m	$1.7 m
Amounts in millions						

Major Accounting Unit – General Funds

Major Accounting Unit	SFY16 Actual	SFY 17 Adjusted Authorized	SFY18 Agency Request	SFY18 Governor's Request	SFY19 Agency Request	SFY19 Governor's Request
9550-6637 Operations	$0.4 m	$0.3 m	$1.6 m	$1.6 m	$1.7 M	$1.7 m
Amounts are General Funds only and in Millions						

Authorized Positions	
24	Classified
2	Unclassified
26	**Total**

Key Accomplishments

NH OQAI MCM oversight is exemplary in its transparency, comprehensiveness and public reporting, and has served as a model for other state Medicaid programs.

Development of DSRIP performance management and incentive measures; developed the DSRIP external evaluation program.

Development of the new, CMHA required QSR process and regular reporting through integration of data sets.

Integration of the TEFT grant measuring long-term care recipient experience of care.

Major Challenges

DHHS workforce needed for data aggregation, analysis and translation

Information Technology and lack of robust and contemporary analytic systems

Information Technology Security relative to acquiring and using data sets

Development and integration of internal and external data into a single DHHS data warehouse.